

EXHIBIT 28



SECURITY & COMPLIANCE PROGRAM QUARTERLY

NOVEMBER 15, 2019

DEVELOPMENT, OPERATIONS & INFORMATION TECHNOLOGY (DOIT)



SolarWinds Security | Risk Scorecard

Quarterly Review



Security Category	Objectives	2019 Score	Key Risks	Key Asks Plans in Progress
Identify	<ul style="list-style-type: none"> Asset Vendor Management SSDL Product Certifications 	3.0		
Protect	<ul style="list-style-type: none"> Firewalls Endpoint Protection Spam/Phishing Authentication ID Management 	3.2	<ul style="list-style-type: none"> MSP Portal ITSM G-Suite AD Authentication Requirements 	<ul style="list-style-type: none"> Effort to reduce Support's ability to easily access customer data ITSM G-Suite potentially externally exposes financial data Pushing forward with AD authentication guidelines for mission critical systems
Detect	<ul style="list-style-type: none"> Vendor Data Protection Audits Vulnerability Scanning PEN Testing Code Analysis 	3.6		
Respond	<ul style="list-style-type: none"> Incident Response Data Privacy Operations Continuous Improvement 	3.6	<ul style="list-style-type: none"> Undersized Staff 	<ul style="list-style-type: none"> Building out Security SOC Additional Budget for Staffing 2H 2020
Recover	<ul style="list-style-type: none"> Backup & Recovery DR/BCP Forensics Program 	2.0	<ul style="list-style-type: none"> Data Retention 	<ul style="list-style-type: none"> 2020 effort to standardize on data retention practices
Overall		3.1		

Maturity	Description
0	No evidence
1	Reactive approach
2	Consistent approach, Somewhat reactive and undocumented
3	Documented, detailed approach. Regularly measure its compliance
4	Established risk management framework
5	Refined practice, focused on improvements and efficiencies

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